

SCHOOL NAME

SCHOOL CODE- -----

NAME

CLASS

SECTION

ROLL NO

SUBJECT

TEACHER'S NAME- -----



ACKNOWLEDGEMENT

I WOULD LIKE TO EXPRESS MY SPECIAL THANKS OF GRATITUDE TO MY TEACHER _____ AS WELL AS OUR PRINCIPAL _____ WHO GAVE ME THE GOLDEN OPPORTUNITY TO DO THIS WONDERFUL PROJECT ON THE TOPIC _____ WHICH ALSO HELPED ME IN DOING A LOT OF RESEARCH AND I CAME TO KNOW ABOUT SO MANY NEW THINGS. I AM REALLY THANKFUL TO THEM.

SECONDLY I WOULD ALSO LIKE TO THANK MY PARENTS AND FRIENDS WHO HELPED ME A LOT IN FINISHING THIS PROJECT WITHIN THE LIMITED TIME.

I AM MAKING THIS PROJECT NOT ONLY FOR MARKS BUT TO ALSO INCREASE MY KNOWLEDGE.

THANKS AGAIN TO ALL WHO HELPED ME





CERTIFICATE

This is to certify that
----- student of Class &
Section ----- has
successfully completed their
Social Science Project on
"Consumer Awareness" under
the guidance of

-----.



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Objective

- Creating awareness about consumer rights.
- To develop an understanding of pragmatic insight.
- To develop life skills in the students.
- To enable them to develop awareness and preparedness in communities



Who is a consumer?



A consumer is a person who either consumes or uses various goods and services. Consumer goods (such as wheat, flour, salt, sugar, fruits etc.) and durable goods



Consumer Rights

Consumers are given some rights by law for getting the goods and services according to the right criteria and rules. Which are called consumer rights. Consumers have been given the following rights: -

- **right to security**
- **right to information**
- **right to choose**
- **right to be heard**
- **right to redress**
- **right to consumer education**

EXPLOITATION OF CONSUMERS

**CONSUMERS CAN BE EXPLOITED
IN THE MARKET IN MANY WAYS**

- **UNFAIR TRADE SUCH AS
WEIGHING LESS THAN THE
CORRECT WEIGHT.**
- **ADDING MULTIPLE CHARGES
WITHOUT PRIOR NOTICE.**
- **SELLING DEFECTIVE OR
ADULTERATED GOODS.**
- **BY GIVING MISLEADING
ADVERTISEMENTS.**



CONSUMER MOVEMENT

- **The consumer movement started in the decade of 1960-70.**
 - **At this time consumer related articles were being written and displayed.**
 - **Consumer parties made a monitoring system for overcrowding in transport and not giving correct weights at ration shops.**
-



STEPS OF CONSUMER PROTECTION

1

WHAT CAN BE THE COMPLAINTS?

If you have suffered any loss/damage due to unfair/restrictive practices by a merchant or if there is any defect in the goods purchased or if the services hired/consumed are found to be deficient or if the seller has displayed to you the price or has been charged by applicable law or in excess of its value. Apart from this, if goods causing danger to life and safety are being sold to the public in violation of any law, then you can register a complaint.

2

WHERE TO COMPLAINT ?

Where to file a complaint depends on the cost of the goods and services or the compensation sought. If this amount is less than Rs 20 lakh, then complain in the District Forum. If this amount is more than 20 lakh rupees but less than one crore rupees, then file a complaint before the State Commission and if it is more than one crore rupees, then file a complaint before the National Commission. All the addresses are available on the website www.fcamin.nic.in.

3

HOW TO COMPLAINT ?

The complaint can be made on a plain paper either by the consumer or by the complainant. The complaint should contain details of the name and address of the complainants and the opposite party, facts related to the complaint and details of when and where all this happened, documents in support of the allegations mentioned in the complaint as well as the signature of the authorized agent. No lawyer is required to file this type of complaint. Also, a nominal court fee is charged for this work.

4

COMPENSATION

Removal of defects in goods supplied to consumers, replacement of goods, compensation for loss or injury in addition to refund of the price paid. Along with removal of defects or deficiencies in the services, the parties are given relief by providing adequate court costs.

CONSUMER PROTECTION ACT

- The full form of COPRA is Consumer Protection Act.
- The Consumer Protection Act was passed in the Parliament on 24 December 1986.
- Three-tier judicial system under COPRA, consumer courts have been set up for settlement of consumer disputes at district, state and national level.
- The District Consumer Court hears cases up to 20 lakhs.
- State level consumer court hears cases ranging from 20 lakh to 1 crore.
- The National Consumer Court hears cases above 1 crore.
- After losing the case in the lower court, the consumer can approach the higher court.
- In the consumer court, the consumer himself or as his representative (lawyer) can fight the case.



CONCLUSION

I have come to the final stage of the project "Consumer Rights". I have tried my best to cover all the essential points of the concerned topic. I am feeling wonderful and happy while working on this project. This project work has given me a real insight into the world of knowledge. In this project I have done every task with great interest.

